

Managing Spontaneous Unaffiliated Volunteers in Disasters



Objectives

1. Differentiate between spontaneous and affiliated volunteers.
2. Identify locations to establish volunteer reception centers
3. Identify process for referring donated volunteer services to voluntary agency organizations and local volunteer reception centers.

Objectives

4. Explain the interaction process with the local volunteer centers in the response phase.
5. Match offered volunteer services to needs.
6. Cite ways to promote public messaging about the correct way to volunteer through recovery.

Affiliated Volunteers

- Are attached to a voluntary agency
- Normally trained for disaster response by their agency
- Logistical support is provided



Affiliated Volunteers

- Examples:
 - Voluntary Organizations Active in Disasters
 - American Red Cross
 - Salvation Army
 - Baptist Mission Board
 - United Methodist Committee on Relief (UMCOR)
 - Local civic, faith-based organizations
 - Rotary
 - Lions
 - Local churches

Spontaneous Unaffiliated Volunteers

- No association with voluntary organization
- Feel motivated by degree of community ownership
- They may be highly skilled:
 - Accountant
 - Construction
 - Food Services
 - Information Technology
- Common acronym "SUV"



Key Stakeholders in Managing SUVs

- Emergency management
- Volunteer center(s)
- VOAD members
- Faith-based organizations
- Community leaders
- Corporate and business partners
- Media

General Planning Before a Disaster

- Identify existing local volunteer coordination processes and protocols
- Identify a volunteer intake coordinating agency
- Establish MOUs with organizations
 - Who will staff the Volunteer Reception Center (VRC)
 - Equipment needs
- Determine location for physical intake

Volunteer Reception Center Process Flow

■ Volunteer Processing Stations

■ Volunteer Sitting Area

■ Staff Only Areas

— Bulletin Boards

— Dry Erase Board

→ Volunteer Movement

Station #1: Intake/Registration/DL Check



Volunteer Entrance



Command Staff



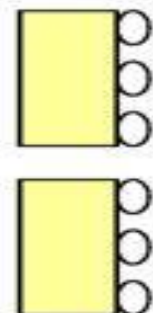
Waiting Area

Station #3
Volunteer
Assignment Area

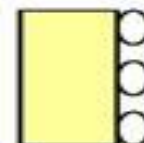


Volunteer
Processing
(Operations)

Phone Bank



Data Entry



Support
(Logistics
and
Finance)



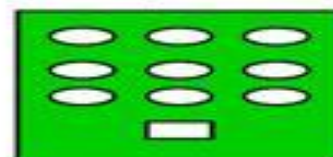
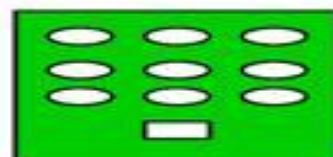
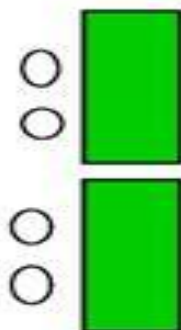
*Station #4
Background Check

*Station #5
Volunteer ID

Station #6
Maps

Station #7
Job Training

Exit



Volunteer Reception Center



Volunteer Reception Center

- Considerations
 - Square footage
 - Parking
 - Ingress/Egress
- Potential Locations
 - Schools (primary and secondary)
 - Churches
 - Vacant businesses/industrial building
 - Existing volunteer coordination centers
 - Tents

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Questions

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SUV Referral/Placement

- Determine process of vetting which organization will receive volunteers
- Determine priority needs and roles of organizations that can use unaffiliated volunteers
- Research existing liability issues and laws that affect unaffiliated volunteers

SUV Referral/Placement

- Educate local coalitions and community members
- Build a community network
- Engage the business community
- Establish reporting procedures

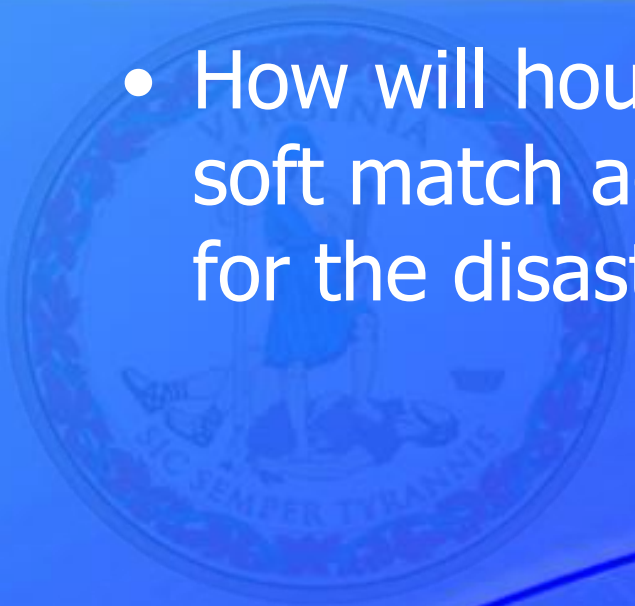
Public Messaging

- Affiliate! Affiliate! Affiliate!
- Explain how SUVs can overwhelm the system
- Most volunteer needs will be during recovery
- Give money!!



Additional Considerations

- How will hours be tracked for a potential soft match against the State's cost share for the disaster?



Summary

1. Differentiate between spontaneous unaffiliated and affiliated volunteers.
2. Identify process for referring donated volunteer services to voluntary agency organizations, local EMAs, and local volunteer reception centers.
3. Match offered volunteer services to needs.

Summary

4. Explain the interaction process with the local volunteer centers in the response phase.
5. Cite ways to promote public messaging about the correct way to volunteer through recovery.

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Questions

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Additional Training

- Managing Unsolicited Donations and Undesignated Cash in Disasters Webinar
 - August 19th at 10:00am
- G288 Volunteer and Donations Management
 - October 14-15, 2014
 - Manassas, VA

Contact Information

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